

Public Service Commission of South Carolina
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Date: * 4/25/2022

Letter of Protest
Docket No. 2022-88-T

Protestant Information:

Name * Candace M. Burch
Mailing Address * 101 Split Oak Ct
City, State Zip * Myrtle Beach, SC 29588 Phone * 843-957-9479
E-mail bigmamaburch@gmail.com

1. What is your connection or interest in this case? * For example, are you a customer of the Company that is the subject of this pending proceeding? (This section must be completed. Attach additional information if necessary.)

I am the owner/principal of a transportation company for Non Emergency Transport Services that serves Horry, Georgetown, Williamsburg, Marion, Dillon, Charleston, Berkeley and Dorchester counties. I would like to intervene and protest the letter sent by Modivcare dated 4/25/2022 on behalf of Myrtle SC.

2. Please give a concise statement of your protest. * (This section must be completed. Attach additional information if necessary.)

Please see my concise statement of this protest as Exhibit A which is attached.

3. Do you wish to make an appearance at a hearing in this proceeding, if scheduled, and offer sworn testimony? *

I would be more than happy to appear if and when requested.

Signature Required:

Docket No. 2022-88-T

Exhibit A

4/25/2022

1. The counties listed in Docket question #1 currently have more providers than necessary to serve the transportation and/or the ride-allocation needs of all private facilities and the SCDHHS state-appointed broker.

Modivcare on 4/25/2022 sent a letter in on to Docket No. 2022-88-T on behalf of Myride SC LLC which is trying to attain a certificate for Class C (Non-Emergency) to operate in listed counties on the original protest document. My issue with this letter is:

- a. Myride SC LLC is not a returning provider to Modivcare or PSC/ORS. They are a new provider seeking a Class C Non-Emergency certificate no different than any other new applicant.
- b. As of such, the company structure should it have new ownership and corporate structure should thus validate my issue that it is a new entity no different than any other applicant pursuing a Class C Non-Emergency certificate.
- c. It is stated in the letter that there are new owners, however, in the Modivcare letter it is further stated that the "owners and manager of Myride SC, LLC had a good record of accomplishment with Modivcare while running S&W Transport". This is a contradiction to the previous statement that there is new ownership.
- d. Although Modivcare may claim a public need for transportation providers in counties associated with their letter, I tremendously refute that statement as my company is and has been a provider in these counties for more than 8 years. Modivcare has not offered a fee increase in the 8 years since we started to assist these clients/patients in these counties. To contract a completely new company in these counties defeats the aspect of a provider network whereas if transport companies such as mine were offered satisfactory contracted rates, we could hire and operate under current market conditions thus absolutely no new providers would ever be needed for Modivcare. Should demand in ride allocation increase in these counties in South Carolina, I could understand the

need for a new provider however, there is currently no need for new providers as the state of South Carolina already has precisely 220 Class C Non-Emergency approved providers. It is not known how many of the 220 providers are contracted with Modivcare currently, but certainly I assure you there are plenty of providers within the state to handle Modivcare ride allocations. If the actuaries of accurate providers and trip allocations were public knowledge, I would be able to more than substantiate this letter and my protest. A colleague of my company was told by a Modivcare employee on Friday, April 22, 2022 "there are 5 other providers in Williamsburg County". Why not offer those providers the trip allocation instead of weakening the network and bringing in new approved companies?

Respectfully,

A handwritten signature in black ink, appearing to be 'CMB', followed by a long horizontal line extending to the right.

Candace M. Burch

4/25/2022